



KPCO Provider Insider

Jul - Sept 2022

This communication is for Kaiser Permanente Colorado network providers.

Patient Survey Notification

Kaiser Permanente values our partnership with our network providers. Our mission is to deliver high-quality, affordable health care to all. As an ongoing commitment to delivering the best possible care to our members, Kaiser Permanente Colorado measures patient experience *with our providers in our medical facilities*. We use this patient feedback to understand the drivers of satisfaction and loyalty, trend our performance over time and compare medical office experience. In addition, we use patient satisfaction data to conduct deep dives on key topics such as COVID-19, telehealth, and coordination of care.

This year we are launching a new program in Colorado to measure our members' patient experience *with network provider groups*. The network provider survey covers important aspects of the patient experience including access to care, provider communication and coordination of care. We will invite a sample of our members that had a visit with our network providers to participate in a survey via email (with weblink). The survey is conducted by Health Care Research and the feedback from patient responses will be analyzed and reported to Kaiser Permanente. Health Care Research (HCR) has been conducting surveys for KP for over 25 years and follows relevant data security requirements and confidentiality practices.

Please let us know if you have any questions about the survey, Health Care Research, or our approach to using patient feedback to improve the member experience. For our network providers whose visits are included in the survey, we are looking forward to working with you and sharing the results of our findings with you and your team later this year!

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Colorado Option Plan - New Data Requirements

“Languages Spoken by Front Office Staff” and “Office offers Extended and/or Weekend Hours”—These data elements are now included in the quarterly Attestation form that is sent out to all provider offices. Please be sure to provide this information during your normal Attestation process.

Cultural Competency Training—Health Plans in Colorado must ensure that by January 2023, at least 50% of the provider network and front office staff has received anti-bias, cultural competency, or similar training designed to educate on the health care needs of persons who experience higher rates of health disparities and inequities. In January, providers will need to attest to which of their providers and front office staff have received this training. A template will be provided at a later date.

Demographic Data for Providers and Front Office Staff –This voluntarily submitted data will be used to improve racial health equity and reduce health disparities for covered persons who experience higher rates of health disparities and inequities. It is important to note that this information will only be provided in aggregate to the Colorado Division of Insurance, and all personally identifiable information will be kept confidential and will not be disclosed without the written consent of the reporting physician, provider, or office staff member. The demographics template can be found here: <https://healthy.kaiserpermanente.org/colorado/community-providers/provider-info#provider-demographics>

Please reach out to KPCO-PDM@kp.org with any questions.

Affiliate Link time saving features:

- Patient eligibility, benefits, and demographics
- Referrals/authorizations (for contracted providers)
- View and print EOP's (Explanation of Payments)
- View Kaiser electronic medical records (contracted groups and licensed clinical staff)
- Check the status of submitted claims and view claim details (service date, billed amount, allowed amount, patient responsibility)
- Confirm payment information (check number, payment date, amount)
- Submit a claim inquiry related to 'denied', or 'in progress' claims
- Submit an inquiry related to a check payment, request a copy of a check or report a change of address for a specific claim.
- Submit appeals or disputes - request a reconsideration of a payment
- Respond to KP request for information

To register for Affiliate Link access, go to:

<https://healthy.kaiserpermanente.org/colorado/community-providers/online-provider-tools>



If you need assistance, please contact your provider experience representative at 1-866-866-3951.

Part B Therapy Services in Non-Contracted Long Term Care Facilities

Effective immediately-- Kaiser Permanente Colorado is discontinuing the temporary allowance for long term care (LTC) facilities to provide Part B Therapy services to Kaiser Permanente Colorado members. These services can now be coordinated with [Vitality Rehabilitation and Julia Temple Outpatient Services](#).

Diversity, Equity & Inclusion Tool Kit

Short Video clips exploring various Diversity, Equity & Inclusion topics:

[What is Diversity and Inclusion?](#) 6:30 min

[The Business Case for Inclusion and Diversity](#) 1:50 min

[What is the cultural iceberg?](#) 1:50 min

[What is cultural competence?](#) 2:04 min

[What is intersectionality?](#) 2:50 min

[What is implicit bias?](#) 1:21 min

[In-group versus Out-group bias](#) 4:40 min

[Bias in health care](#) 4:48 min

[The double bind in the workplace](#) 2:29 min

[What are micro-behaviors and what's their impact?](#) 4:00 min

[How to overcome implicit bias?](#) 6:10 min

[Making the Unconscious Conscious](#) 3:58 min

[How can we be more inclusive?](#) 3:21 min

[How to be an ally?](#) 3:58 min

Diversity, Equity & Inclusion literature for further study:

1. Pamela Fuller - The Leader's Guide to Unconscious Bias
2. Mary-Frances Winters - We can't talk about that at work! How to talk about race, religion politics and other polarizing topics
3. Lisa Koenecke – Be an Inclusion Ally: ABCs of LGBTQ+
4. Robin Diangelo – White Fragility: Why it's so hard for white people to talk about racism.
5. Mary-Frances Winters – Black Fatigue: How racism erodes the mind, body and spirit
6. Ta-henisi Coates – Between the World and Me

Readying for Wildfires

Fires can be physically and mentally devastating. Some simple steps can help protect you and your family.

As temperatures hit record highs nearly every summer throughout the country, a longer, more severe wildfire season is the new normal. Wildfire smoke can cause both immediate and long-term health impacts. And the emotional toll of such disasters can be devastating.

Being prepared and knowing what to do in the event of an emergency can keep you physically safe and reduce the toll on your mental health.

A danger to everyone

Wildfire smoke can affect people who live up to hundreds of miles away from the fire, according to [Thomas Dailey](#), MD, a pulmonologist and critical care medicine physician for Kaiser Permanente in Santa Clara.

Once a person breathes it in, pollution from wildfire smoke, called “ultrafine particulate matter,” can pass into the bloodstream. Although people with preexisting lung conditions, including [asthma](#), [emphysema](#), and [chronic obstructive pulmonary disease](#), and children are at higher risk for developing health-related issues, smoke can affect anyone.

“This is very toxic material,” Dr. Dailey said. “It has been associated with an increased risk of heart attack, stroke, and inflammation, and it can impact lung function.”

Dr. Dailey, who is a Bay Area Air Quality Management District board member, added that on days when the local health department says it’s unsafe for people with preexisting conditions to be outside, it means it’s unsafe for everyone.

Long-term health effects

The negative impacts of smoke exposure are cumulative: The more days you’re exposed, the higher your risk for injury.

“We do think smoke has long-term health effects, but we don’t know the exact outcomes yet as we’ve just begun living with yearly exposure,” Dr. Dailey said. “There is data that shows a correlation of asthma in children and poor air quality.”

Preventing exposure

On poor air quality days, stay indoors with your windows closed. Repair unsealed windows or doors. Have enough food and water in the house to stay inside for multiple days, if necessary.

When you need to go outside, wear an N95 or P100 mask, not a cloth mask or neck gaiter. Avoid both outdoor and indoor aerobic exercise.

Mental effects of wildfires

For people who have lost their homes, been evacuated due to fire, or had brush burning in their backyards, the emotional effects can be like the symptoms of [post-traumatic stress disorder](#).

“During the summer or on windy or red flag warning days, people can become more anxious or irritable, have trouble concentrating, and relive past traumatic experiences,” said [Emily Porch](#), MD, an adult and child psychiatrist for Kaiser Permanente in Santa Rosa.

For people who were not as directly impacted but live within a fire state and see the devastating news, their stress can look like they are avoiding reality or becoming obsessed with the fire, Dr. Porch said.

Additionally, some people might suppress their emotions until they surface in panic attacks, while others can become consumed with trying to control the situation.

Lessening the anxiety

One of the best ways to reduce the stress of fire season is to be prepared, Dr. Porch said. Prepare your go bag. Know your local resources in case of evacuation, evacuation routes, and important contacts. Recognizing your emotions and talking openly about your concerns can also help.

“Remember that your community is having a similar experience,” Dr. Porch added. “Reach out, talk to your neighbors, and help one another.”

The wellness app [Calm](#) offers excellent self-care tools and is available to Kaiser Permanente members at no charge.

Kaiser Permanente members can also [get care from a mental health therapist](#).

What to pack in an emergency go bag

- Cell phone charger
- Long sleeves, pants, gloves, N95 face masks, goggles
- Extra medications, eyeglasses, dentures
- Medical equipment
- Water
- Nonperishable food
- Headlamp with extra batteries
- Important documents
- Battery-powered weather radio

Source: Centers for Disease Control and Prevention

Did you know....

- **Lab Orders**—If not entered via our secured portal, Affiliate Link, there is a 48-hour delay.
- **Referrals from Kaiser Permanente** are sent through Affiliate Link our secured portal.
- **Authorizations** submitted through Affiliate Link, go right into the UM queue for nurse review.
- You should check the **auth grids** regularly when services are being performed to see if they require an auth.